CyberSource Reason Codes

If you have further questions please call 311 (if you are in Minneapolis) or 612-673-3000

The following table describes the reason codes returned for credit card services.

| Reason Code | Description |
|--------------------------|--|
| 100 | Successful transaction. |
| 101 | The request is missing one or more required fields. |
| 102 ⁻ | One or more fields in the request contains invalid data. |
| 150 | Error: General system failure. |
| 151 | Error: The request was received but there was a server timeout. |
| | Possible action: To avoid duplicating the transaction, do not resend the request. |
| 152 | Error: The request was received, but a service did not finish running in time. |
| ٠ | Possible action: To avoid duplicating the transaction, do not resend the request. |
| 200 | The authorization request was approved by the issuing bank but declined by CyberSource because it did not pass the Address Verification Service (AVS |
| 200 | check. |
| 200 | |
| | check. |
| 201 | Check. The issuing bank has questions about the request. You have not received an authorization code. |
| 201 | Check. The issuing bank has questions about the request. You have not received an authorization code. Expired card. You might also receive this if the expiration date you provided does not match the date the issuing bank has on file. |
| 201 202 203 | Check. The issuing bank has questions about the request. You have not received an authorization code. Expired card. You might also receive this if the expiration date you provided does not match the date the issuing bank has on file. General decline of the card. No other information provided by the issuing bank. |
| 201 202 203 204 | Check. The issuing bank has questions about the request. You have not received an authorization code. Expired card. You might also receive this if the expiration date you provided does not match the date the issuing bank has on file. General decline of the card. No other information provided by the issuing bank. Insufficient funds in the account. |

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| 208 | Inactive card or card not authorized for card-not-present transactions. |
| | Possible action: Request a different card or other form of payment. |
| 209 | American Express Card Identification Digits (CID) did not match. |
| | Possible action: Request a different card or other form of payment. |
| 210 | The card has reached the credit limit. |
| | Possible action: Request a different card or other form of payment. |
| 211 | Invalid card verification number |
| | Possible action: Request a different card or other form of payment. |
| 221 | The customer matched an entry on the processor's negative file. |
| 000 | The authorization request was approved by the issuing bank but declined by CyberSource because it did not pass the card verification (CV) check |
| 230 | The authorization request was approved by the issuing bank but declined by Cybersource because it did not pass the card verification (CV) check |
| 231 | Invalid account number. |
| | |
| | Invalid account number. |
| 231 | Invalid account number. Possible action: Request a different card or other form of payment. |
| 231 | Invalid account number. Possible action: Request a different card or other form of payment. The card type is not accepted by the payment processor. |
| 231 | Invalid account number. Possible action: Request a different card or other form of payment. The card type is not accepted by the payment processor. General decline by the processor. |
| 231 232 233 | Invalid account number. Possible action: Request a different card or other form of payment. The card type is not accepted by the payment processor. General decline by the processor. Possible action: Request a different card or other form of payment. |
| 231 232 233 234 | Invalid account number. Possible action: Request a different card or other form of payment. The card type is not accepted by the payment processor. General decline by the processor. Possible action: Request a different card or other form of payment. There is a problem with the merchant configuration. Do not resend the request. |
| 231 232 233 234 236 | Invalid account number. Possible action: Request a different card or other form of payment. The card type is not accepted by the payment processor. General decline by the processor. Possible action: Request a different card or other form of payment. There is a problem with the merchant configuration. Do not resend the request. Processor failure. Wait a few minutes and resend the request. |